

# ***VideoMate S350***

## ***DVB-S PCI TV Tuner Card Start Up Guide***

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# About This Guide

This manual tells you how to install and use your VideoMate S350 DVB-S PCI Tuner Card. More information is available on the User's Guides in the programs or on the CD.

## About VideoMate S350 DVB-S Tuner Card

VideoMate S350 lets you watch and record Satellite TV broadcast on your PC. It features a TV tuner for Satellite TV broadcast, Remote Power On/Off, Power Up Scheduling, Digital Video Recording (DVR) functions, scheduled recording at anytime, crystal video quality, intelligent TV viewing, and a multi-function Remote Control.

Additionally, VideoMate S350 also provides a Video capture function so that you can transfer videos from video devices, such as video cameras, to your PC.

## MINIMUM SYSTEM REQUIREMENTS

Your PC must meet or exceed the following system requirements to watch TV on your PC.

- PIII 1.7 GHz CPU for SDTV viewing
- 512 MB RAM
- Sound card or on-board sound chip
- Graphics card or on-board graphics chip supports DirectX 9.0
- Open PCI slot
- CD-ROM drive for software installation.
- Windows XP SP2, Vista 32/64 bit
- 50 MB free disk space for basic software installation.
- Digital Satellite TV Dish and LNB

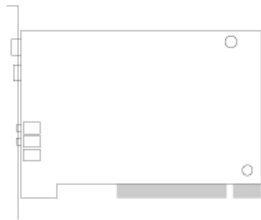
## RECOMMENDED SYSTEM REQUIREMENTS

To use all the features of VideoMate S350 PCI card, your PC should meet the following requirements.

- P4 2.6 GHz CPU for HDTV viewing, recording, and PIP/POP feature
- 1.0 GB RAM
- Sound card or on-board sound chip

- Graphics card or on-board graphics chip supports DirectX 9.0
- Open PCI version 2.2 slot
- CD-ROM for software installation
- Windows XP SP2, Vista 32/64 bit
- Update the latest drivers of VGA, motherboard, and soundcard from vendors.
- 50 MB free space for software installation
- 600 MB (VCD-quality) to 3 GB (DVD-quality) per hour of recorded video
- ATX power supply and a computer case with a separate power switch cable from power on button.

## VideoMate S350 PCI Card Contents



VideoMate S350  
PCI card



Start Up  
Guide



Wireless Remote Control  
(batteries included)



Software CD



Power Up Cable  
(Power switch  
patch cable)

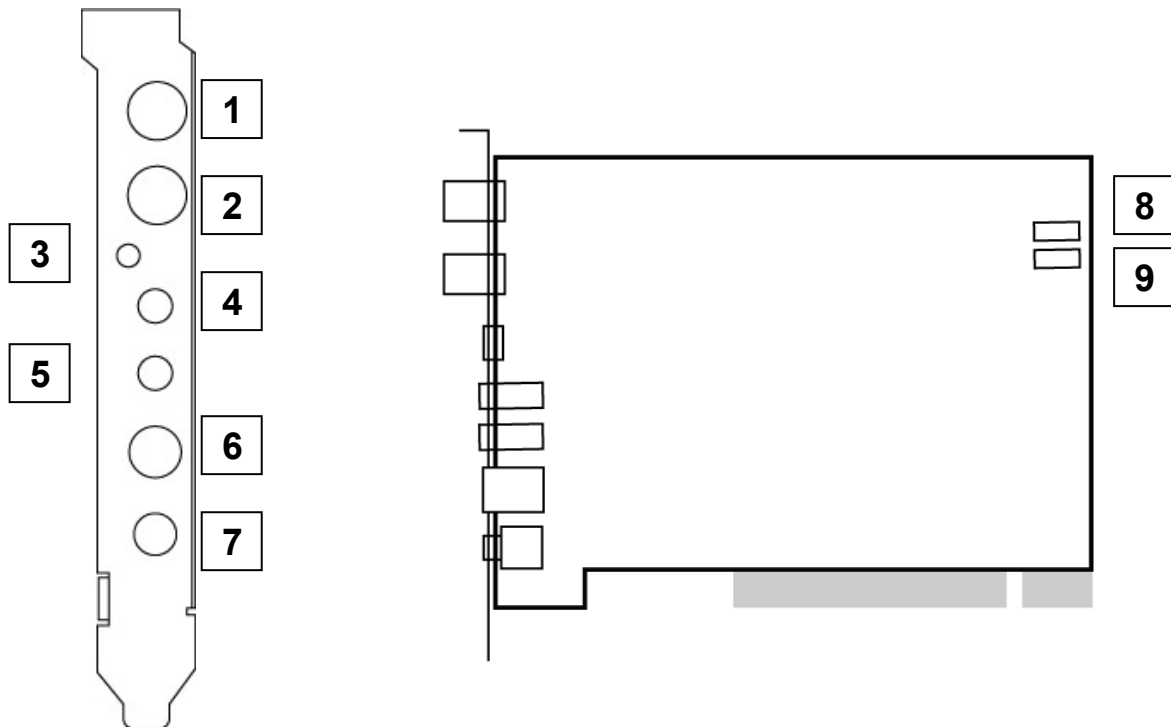


External audio  
patch cable



IR Receiver

## VideoMate S350 Connectors



| Item | Function                            | Description                                                                                            |
|------|-------------------------------------|--------------------------------------------------------------------------------------------------------|
| 1    | Loop Through                        | Connect to Satellite input device for TV output                                                        |
| 2    | Satellite TV -In                    | Connect to a Satellite TV cable feed.                                                                  |
| 3    | IR                                  | Connect the IR receiver here.                                                                          |
| 4    | External Audio-In                   | Use an audio patch cable to connect to an audio source, such as a VCR. (For analog video capture only) |
| 5    | External Audio-Out                  | Use the supplied audio cable to the Line-In port of your sound card.                                   |
| 6    | S-Video-In                          | Use an S-Video patch cable to connect to a video source.                                               |
| 7    | Composite-In                        | Use a Composite video patch cable to connect to a video source.                                        |
| 8    | To Case Power Switch                | Connect the ATX Power Switch cable of your computer case here.                                         |
| 9    | To Mainboard Power Switch Connector | Use the supplied power switch patch cable to connect to the ATX Power Switch pins on the mainboard.    |

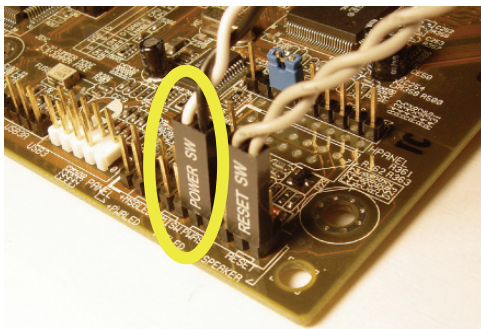
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### Warning !!

**Unplug your PC's main power cord before installing VideoMate S350.** Failure to do so may cause damage to your VideoMate S350 TV tuner card and void your warranty.

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1. Shut down your computer and **unplug main power cord**.
2. Remove the computer case cover.



### Power Up Connections

3. Locate the ATX power switch pins on your computer case and trace the wires to the power switch connector on your mainboard. The ATX power switch cable is normally a twisted pair cable with a two-pin connector as shown above.

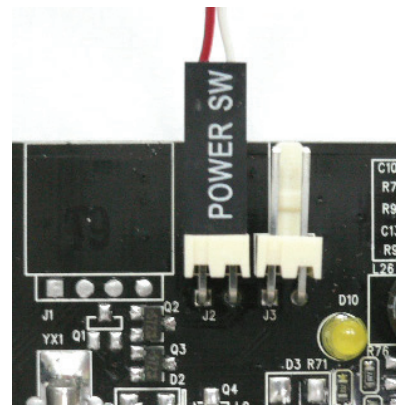
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### Note

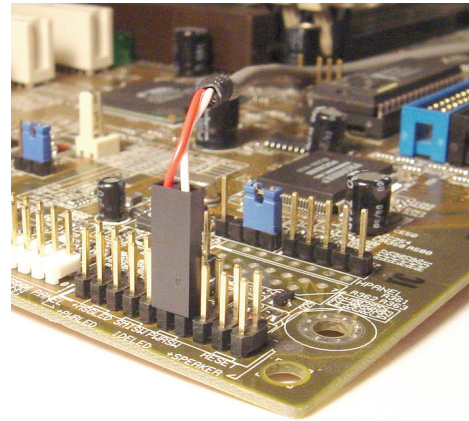
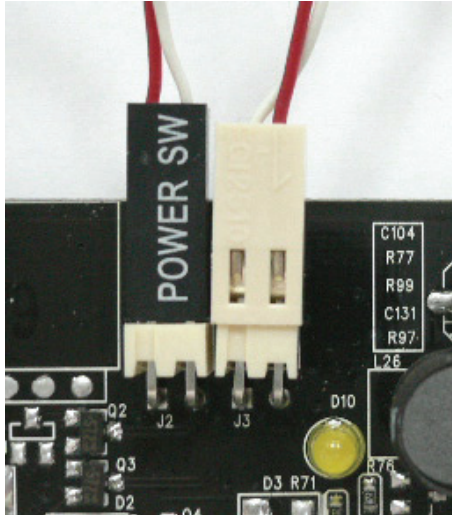
On the mainboard, the ATX power switch pins are usually labeled “POWER SW” or similar. It is vital to remember the position of these pins for a later step in the installation process.

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4. Unplug the ATX power switch cable from the mainboard and connect it to the connector **J2** on the VideoMate PCI TV Tuner Card, as shown on the right.



5. Connect the black socket of Power Up power patch cable to the power switch connector on the mainboard.



6. Connect the white socket of Power Up patch cable to the connector **J3** on the VideoMate PCI TV Tuner card.

---

### Note

Double check your work. If you plug the cables into the incorrect pins, your PC may not start or otherwise function improperly.

Connect the white end of the Power Up patch cable to the TV tuner card and the black end to the mainboard.

Power Up Scheduling is not a required for using VideoMate S350. If you don't want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections, in other words, you can skip Power Up Connections in steps 3 through 6. You can still use scheduled recording from Standby mode or powered on state.

---

7. Verify that the **power cord to your PC case is unplugged.**
8. Insert VideoMate S350 in an open PCI slot. Compro recommends installing the card in the third or fourth PCI slot from AGP away from the AGP slot.
9. Before closing your PC case, plug in main power cord of the PC case. You should see a green LED light on the PCI TV tuner card. If you don't see the green light, please read the notes on the following page.
10. Replace the computer cover.

## TV signal cable

11. Connect your Satellite TV dish signal to the TV connector.

This completes hardware installation. Please read the following notes and proceed to install the software.

---

### Note

If the computer cannot be turned on, verify the position of the power patch cable on the mainboard. Consult the mainboard documentation to determine the position of the ATX power switch connector. Also, double check that the AC power cable is properly connected to your PC.

Power Up will start your computer 5 minutes in advance of the scheduled recording time, for example, if you have set ComproDTV to record a program at 4 o'clock, it will start your computer at 3:55. Therefore, you need to shut down the computer before 3:54 in order to let Power Up start the computer.

Power Up from Windows Shutdown mode, i.e., ACPI S5 state, requires:

- An ATX power supply in your PC.
- Motherboard support for PCI version 2.2 in order to have 3.3V standby power.
- An ATX power switch cable, which is a pair of twisted wires with a two-wire connector, as shown to the right.



If you don't have the above items, you can still use Power-Up Scheduling with Windows Stand by mode, i.e., ACPI S1/S3 state, if your system supports it.

If your ATX power switch cable in your PC case cannot reach the TV Tuner card Power Up socket, you cannot use the Power Up function with system shutdown mode. You can try moving the card to another PCI socket.

You can use VideoMate TV without using Power Up Scheduling. If you don't want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections, in other words, you can skip Power Up Connections in steps 3 through 6. You can still use scheduled recording from Standby mode or leave your PC powered on.

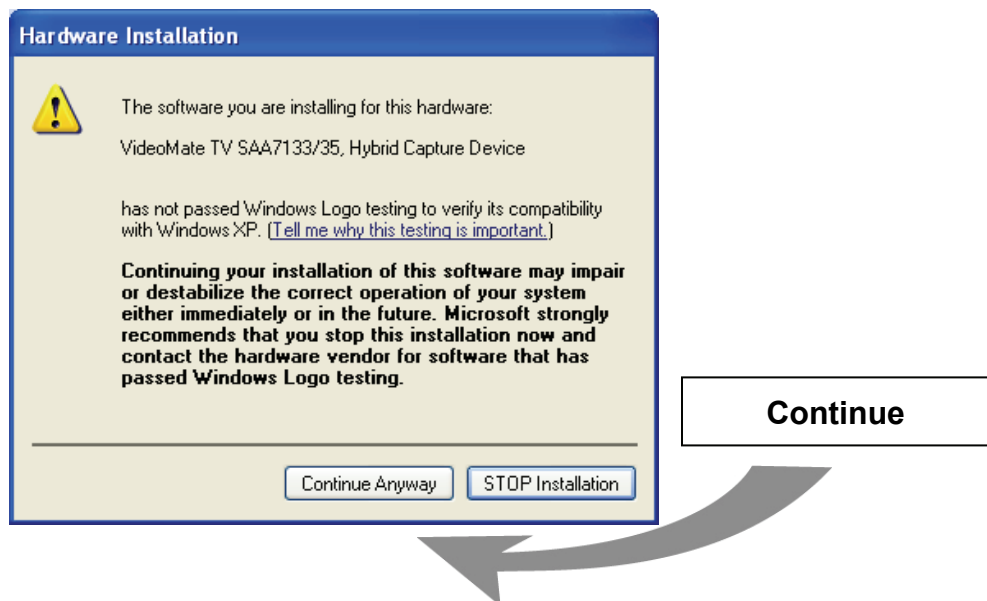
The ATX power switch cable is not polarized. You can plug it in either direction.

---

# Software Installation

After installing the S350 PCI card and cables in your computer, you should restart it and follow these steps to install the software.

- Step 1. After restarting, Windows will detect your VideoMate S350 card and start the Add/Remove Hardware Wizard, prompting you to install the VideoMate TV drivers. Please press **Cancel** and go to the next step.
- Step 2. Insert the installation CD into your CD drive. If you have Autorun enabled, the installer will start automatically. (If Autorun is disabled, double-click on "setup.exe" on the installation CD.) You can choose **Complete** to install all necessary software (VideoMate TV drivers, ComproDTV 2, ComproDVD 2, Ulead PhotoExplorer 8.5 SE) or choose **Custom** to select item by item. Compro recommends you choosing **Complete**.
- Step 3. If you see the Windows Logo testing message as below, please press "Continue Anyway" to proceed.



- Step 4. Press **Next** to install ComproDTV 2, ComproDVD 2, Ulead PhotoExplorer 8.5 SE.
- Step 5. When installation completes, press **Finish** to restart computer.

# Remote Wake Up

## Introduction

VideoMate S350 features the Remote Wake Up function for greater convenience. After install the TV card driver, put batteries in the remote control. Pressing one of the PVR/TV, FM, DVD/VCD buttons will start your computer.

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### Note

There will be a two second delay before the PC powers on. This feature cannot logon your system. You may need to enter your user name and password.

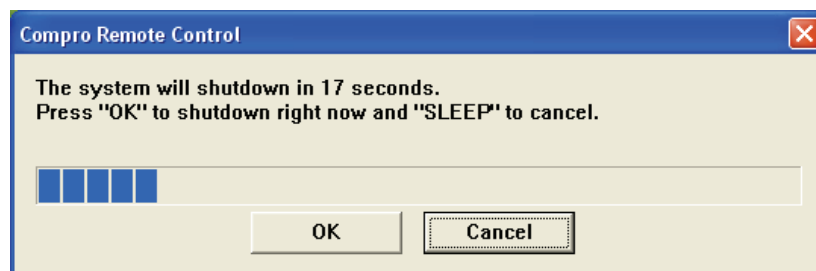
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## Remote Shut Down

There are two situations for the operation.

### When not watching TV, i.e. no ComproDTV running:

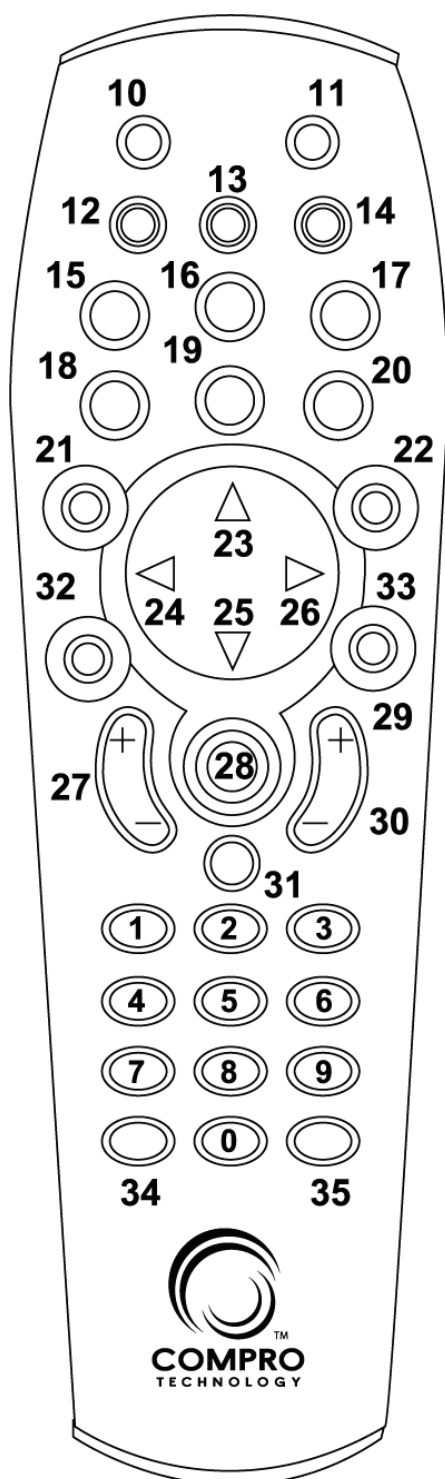
Just press the SLEEP button on the lower-right corner on the remote keypad, you will see a dialog as shown below. Program will countdown 20 seconds to shutdown the computer. If you don't want to shut down the computer, please press the SLEEP button again, in other words, pressing the SLEEP key a second time is the same as pressing the "Cancel" button. You may also use your mouse to press the cancel button. Press OK to immediately shutdown the computer.



### When watching TV, i.e. ComproDTV is running:

Just press the SLEEP button on the lower-right corner on the remote keypad repeatedly, you will see the text on the screen turns to SLEEP OFF, SLEEP ON - 30 MINUTES, SLEEP ON - 1 HOUR, SLEEP ON - 2 HOURS, and SHUTDOWN. When the text shows SHUTDOWN, the program will countdown 20 seconds to shutdown the computer. If you don't want to shutdown the computer, please press the SLEEP button again.

# Remote Control Key Definition and Use



| Key | ComproDTV 2                 | ComproDVD 2        |
|-----|-----------------------------|--------------------|
| 0-9 | Number keys                 | Number keys        |
| 10  | Mute sound                  | Mute sound         |
| 11  | Zoom In/Out                 | Zoom In/Out        |
| 12  | Start/Stop ComproDVD 2      |                    |
| 13  | N/A                         |                    |
| 14  | Start/Stop ComproDTV 2      |                    |
| 15  | Replay                      | Rewind             |
| 16  | Timeshifting                | Play/Pause         |
| 17  | Advance                     | Forward            |
| 18  | Last channel                | Last chapter       |
| 19  | Stop                        | Stop               |
| 20  | Tab function                | Next chapter       |
| 21  | EPG                         | Main manual        |
| 22  | Audio channels              | Setup dialog       |
| 23  | Up arrow<br>or select audio | Up arrow           |
| 24  | Replay                      | Left arrow         |
| 25  | Down arrow<br>or snapshot   | Down arrow         |
| 26  | Advance                     | Right arrow        |
| 27  | Volume                      | Volume             |
| 28  | Open play list              | OK                 |
| 29  | Channel up                  | DVD angle          |
| 30  | Channel down                | DVD subtitle       |
| 31  | Record                      | Snapshot           |
| 32  | TV/ S-Video/<br>Composite   | Add to<br>bookmark |
| 33  | Channel surfing             | Go bookmark        |
| 34  | Not used                    | language           |
| 35  | Sleep function              | AB repeat          |

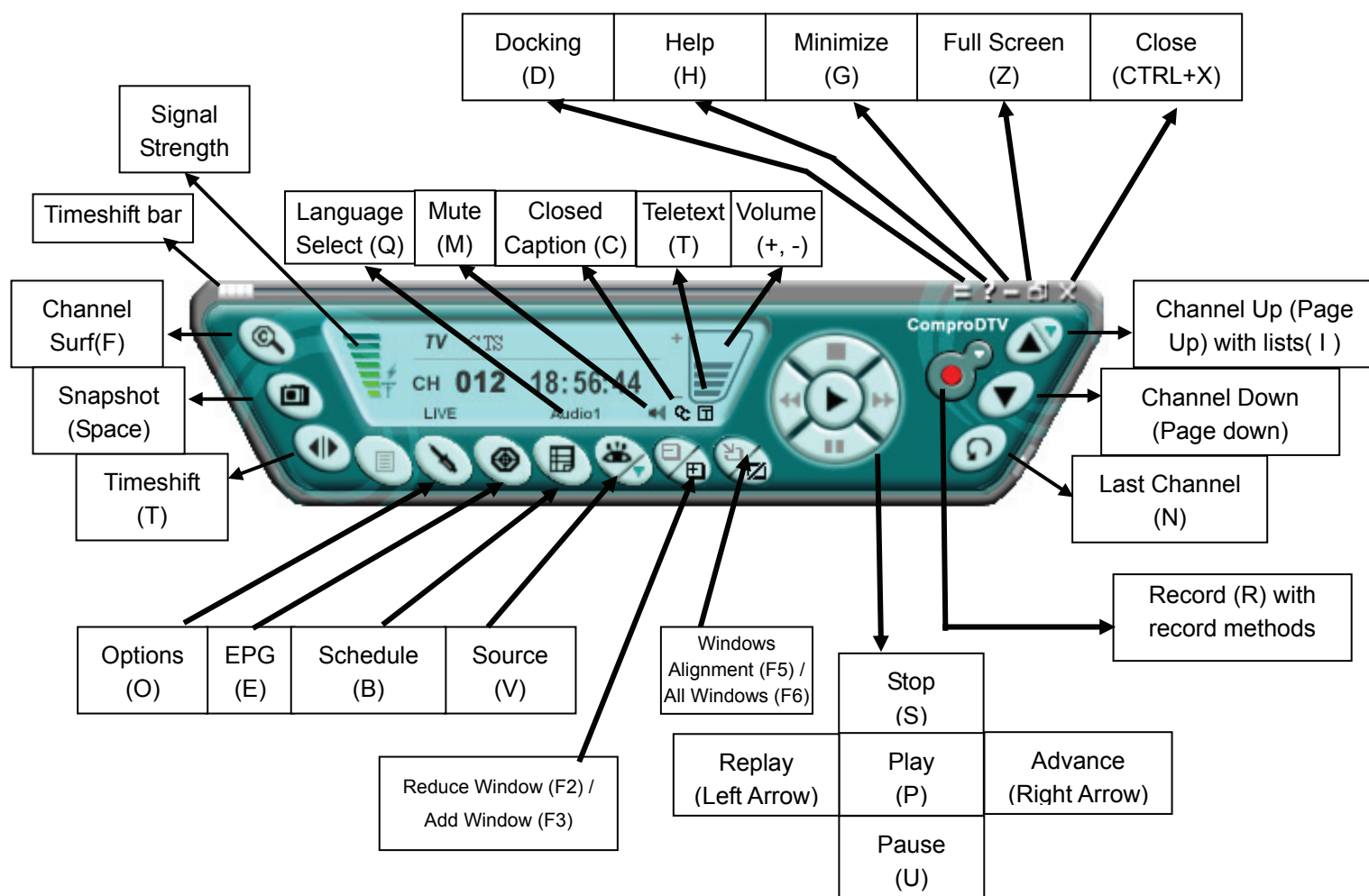
# ComproDTV

## Introduction

ComproDTV is a complete digital entertainment solution for your PC. Watch and record TV programs on your PC, in full-screen mode or in a window. Timeshifting lets you watch TV, pause live TV, or review your favorite scenes without missing a minute of the program. Integrated de-interlacing technology assures the highest picture quality. And most of the features can be controlled with bundled remote control.

## Control Panel

The ComproDTV control panel resembles the controls on a VCR. Keep in mind that not all options are available at all times, and may be grayed out or inaccessible depending on your hardware setup and TV services available. The following pages describe the ComproDTV control panel functions, and tips for using ComproDTV. The following figure gives you the function of the button with (Hot Key)



| Icon                                                                              | HotKey | Description                                                                                                    |
|-----------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------|
|  | A      | Enable/Disable Always-on-Top function for TV window.(Orange circle on the upper-right corner of the TV window) |
| n/a                                                                               | L      | Sleep function                                                                                                 |

**Note:** Language select is only available while the program supports it.

## Watching

After installation, just press the ComproDTV button on the remote or double click the ComproDTV icon on the desktop you will be able to watch TV. Same as operating a normal TV set. Watch TV programs on your notebook, in full-screen mode or in a window. Channel up and down. Close ComproDTV and even shutdown the computer with the full function remote control keypad.

## Channel Surfing

While watching TV, you can press the channel surfing button  to multiple channel watching, the channel surfing feature displays a 4x4 grid of channel images to give you an overview of available programming.

## Right-Click Mouse Menu

If using mouse to right-click on the TV screen, you can see a menu pop up. There are many useful options for your convenience.

## Zooming image

If you would like to see more details on a certain part of a video image, you can press the mouse right button to drag a zone of the screen. You will see the zoomed image.

Also you can press the mouse right button and move on the screen to shift the zoomed area of the image. Just click the mouse left button to resume normal mode.

## Still Image Capture

Click on the capture icon  on the control panel or hit the "Space Bar" of the keyboard shortcut to capture an image of the display window. You can see the screen capture dialog as below.



## Recording

ComproDTV is a digital video recorder and save the digital TV program which is MPEG-II format to your hard disk.

To instantly start recording:

Press the **Record** button . ComproDTV starts recording the video source currently showing in the display window. It will save it to a file on your disk.

Press the **Stop** button  to stop recording. ComproDTV will save it automatically and show the file name on the screen.

You can also use the schedule recording by press **Schedule** button  on control panel of ComproDTV.

---

### Note

The default folder of recorded file is on “My Document”, you can change to another folder by entering the Options of ComproDTV.

Digital TV program is a fixed MPEG-II file format from TV station. ComproDTV will directly save them into your hard disk and can't transfer them to another format.

---

## Playback

Press the **Play** button  to open the **Play** dialog box.

## Timeshifting

Timeshifting temporarily saves the video to your hard disk for a specified period of time so that you can pause, replay, or skip commercials during live TV, without interrupting an ongoing recording session.

Press the **Timeshifting**  button and the Time Monitoring bar will appear.



You may also press the **Advance** (for commercial skip) and **Replay** (for instant replay) buttons on the control panel or remote control to navigate through the program. When you return to your seat, you can resume viewing the program from the point when you left.

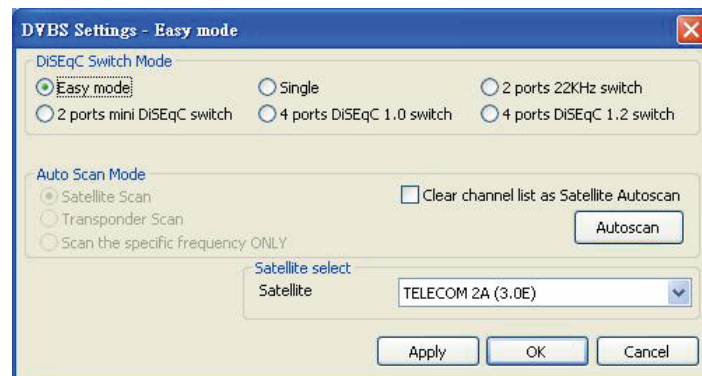
# Options

You can press the Options  button to open the Options dialog box. You can change detail settings of ComproDTV here.

## Digital TV Settings

### 1. Easy Mode

Easy Mode is for user who have connect the satellite signal directly to Satellite TV card without passing through DiSEqC switch. Please select the satellite that your satellite dish have been aimed to and press “Autoscan” to scan channels.

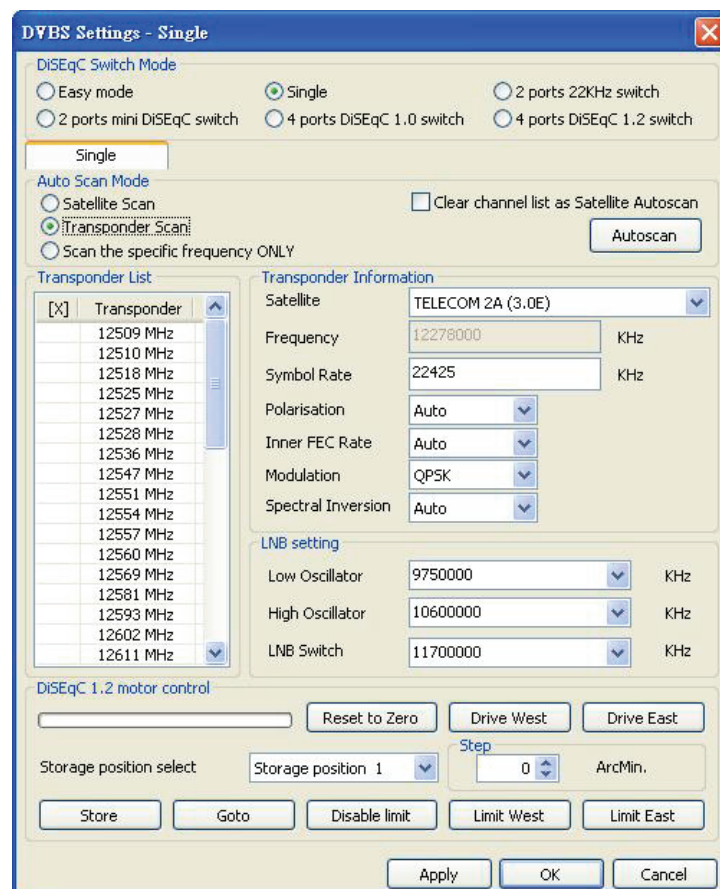


### 2. Single

Single mode and rest of the mode are for user who wants to have advance settings like LNB, DiSEqC1.2 motor control and etc. It also has two other scanning modes like “Transponder Scan” and “Scan the specific frequency ONLY”.

#### Transponder Scan

This scanning mode is for you to specifically scan a transponder that you know instead of scanning the whole satellite. When scanning in this mode, it will add the channels you have scanned to your channel list. You will need to know some information on the transponder that you wish to scan first.



### Scan the specific frequency ONLY

This scanning mode will specifically scan a frequency; usually used when the signal is weak and has been lost during other type of scanning mode.

### LNB Settings

This settings need to follow the instruction from the Satellite's LNB spec. If you already have other working device that can receive the signal from the satellite (i.e. Set-Top Box), you may refer the settings for that device. If you still have problem with LNB settings, please contact your satellite dish provider for correct information.

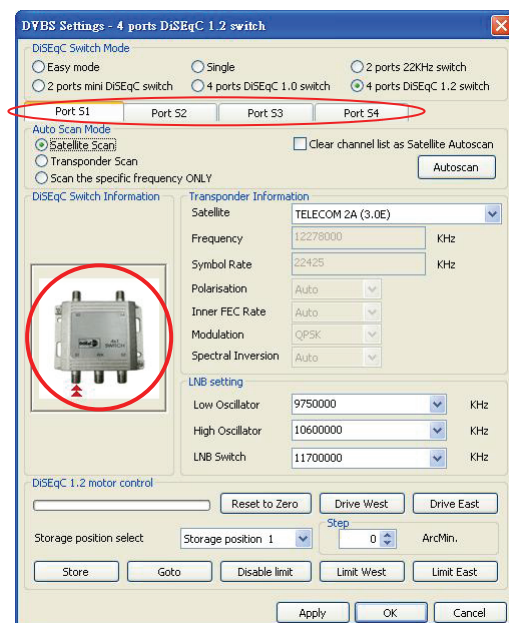
### DiSEqC1.2 motor control setting

Compro S350/S300 supports DiSEqC 1.2 version. If you have installed motor that compatible to DiSEqC, it may aim to different satellite to receive different satellite's channels.

### **3. 2 ports 22KHz switch / 2 ports mini DiSEqC switch / 4 ports DiSEqC1.0 switch / 4 ports DiSEqC1.2 switch**

These four settings are similar to Single mentioned above. The difference is these four settings have connected the LNB to the TV card through a switch. Please refer to the picture in each setting to confirm which switch you are using, then continue with the advance settings.

Each of these mode will have 2~4 tabs to switch between different satellites (i.e. under "4 ports DiSEqC1.2 switch" will have Port S1, Port S2, Port S3, and Port S4 tab)



### **Note**

Compro S350 supports up to 4 ports DiSEqC switch. Before using autoscan, you may need to confirm the LNB connection and settings are correctly setup. After channel scanning, ComproDTV will receive the correspondent channels of the satellite. For information on above settings, please refer to your satellite installer.

**Please always press "Apply" before using  
"Autoscan" and "DiSEqC motor control".**

## Pull-down list

Select all satellite TV channels or specific satellite TV only

## Free to Air

Only Free-to-Air channels

## Radio

Only radio channels

## Scrambled

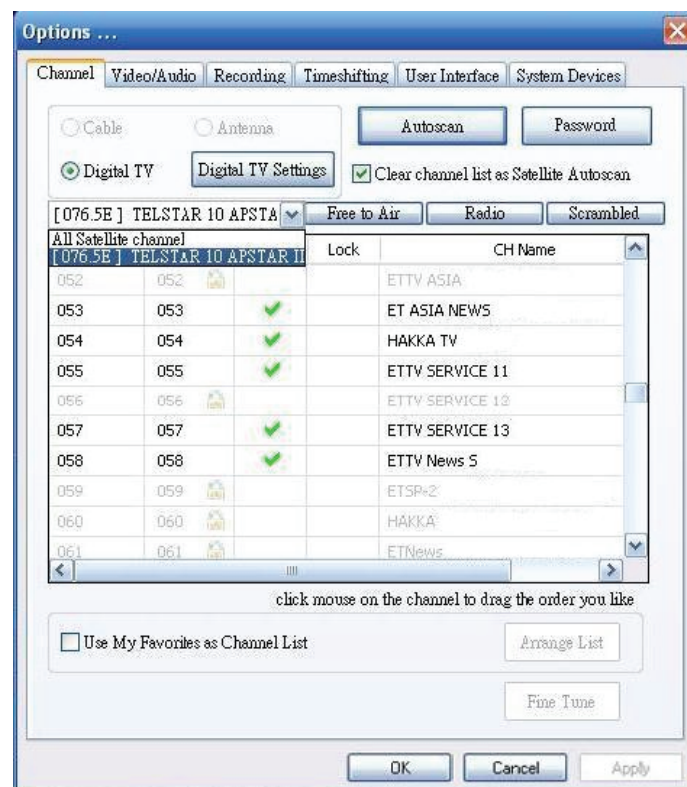
Only scrambled channels

---

### Note

After one of above selection made, only the selected list will be used by the channel up/down buttons on the control panel.

---



## Channel Naming

You can customize the channel names by double-click on the **Description field** of the channel you wish to rename.

For digital TV channels, you can do more changes on the channel's property by right-click the mouse on the **Description field** of the channel for edit.

## Set Mem+

During the **Autoscan** process, ComproDTV automatically detects and enables channels with a valid signal. By default, every available channel will be enabled and marked with the green ☒ icon. However, you can shorten the list of enabled channels to reduce channel-browsing time. Customize your list by enabling or disabling channels from the channel list by clicking on the green ☒ icon.

Disabled channels will not be shown when you use the channel Up and Down or channel surfing functions.

## Set Lock (Parental Control)

By default, ComproDTV lets you access all available channels. A Parental Control feature allows you to restrict the viewing of certain channels altogether or during limited times.

You can lock a channel by clicking in the column labeled **Lock** next to the channel number you wish to restrict. You will then see a red check mark ☒ in the box next to the channel. You can unlock it by clicking the check mark. To use this feature, you should first set a password.

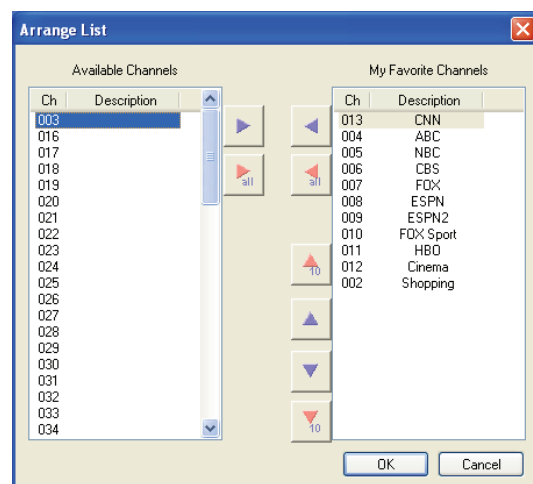
## Password

There is no default password. If you like to change it, click on the **Password** button. Enter the old password in the field labeled **Old Password**. Then enter the new password in the field labeled **Password** and **Confirm**.

## My Favorite Channels List

ComproDTV includes a channels sorting and re-ordering feature. Check the "Use My Favorites as My Channel Lists" checkbox. You can see the window below.

Select the channel you wish to add to "my favorite" and press the proper arrow button. You may double-click on the channel to move it as well. In addition, adjusts the channel order by using the proper arrow button.



## PIP/POP (Picture In/Out Picture) mode

Usually, digital TV station broadcasts multiple programs on one frequency. Therefore, ComproDTV supports up to four windows watching additional TV program of same frequency on another window if available. You can press the

**Add Window**  button to open a sub window for that. Please see the following illustration.

Main window has all features while sub window has limited functions only. Double-click on the sub window can switch the TV program to the main window.

Double-click on the sub window can switch the TV program to the main window.



**Alignment Window**  button will put sub window(s) into main window which is convenient for you to watch multiple programs on full screen mode.

The buttons on the upper-left corner sub window  are Channel Up,

Channel Down, Mute, Windows Alignment, and Close respectively. Sub window can be resized by mouse dragging lower-left corner to any ratio.



---

## Note

Running additional windows consumes more CPU usage. If CPU usage reaches 100%, then video lag will occur. Please reduce the number of windows.

When main window changes the channel to another frequency, sub window(s) will move to available programs of another frequency. The sub window will show black if there is no additional program on this frequency.

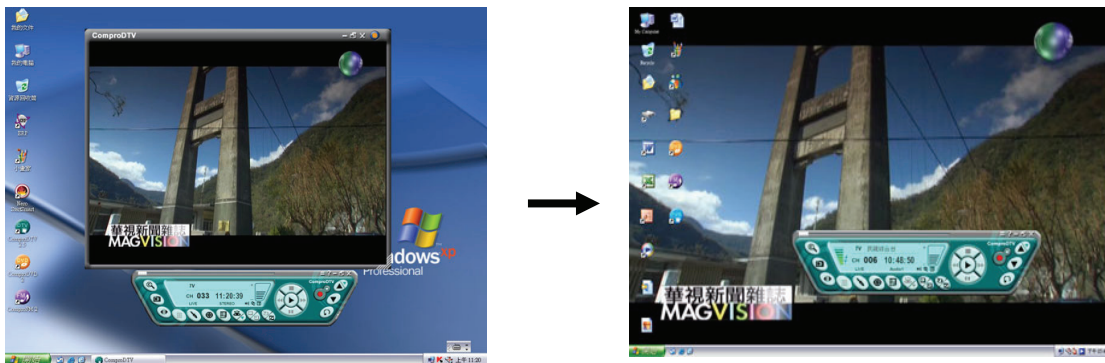
Sub window has no full screen mode. Please double-click on sub window to switch program with main window in order to do so.

It is available to hear audio on multiple programs at the same time. You can mute or un-mute the sound of sub window(s) at any time. However, main window audio can't be muted separately from sub window(s).

---

## Video Desktop

ComproDTV provides the new feature of Video Desktop, you can click right mouse button on the TV screen to open the dialog box and choose the Video Desktop mode. And you can set your TV watching screen as the live wallpaper; it's more convenient to watch TV and using other application on your Windows' desktop. It also supports PIP feature to watch TV and playback recorded video file at the same time.



**Click the right button of mouse on TV display window to open dialog box, then choose “Video on Desktop”**

The Video Desktop feature also support Picture in Picture feature, and you still can do “Stop”, “Pause”, “Forward”, “Backward”, “Mute”, “Snapshot”, “Windows Alignment” and “Channel Up/Down” on the sub window.



# Troubleshooting

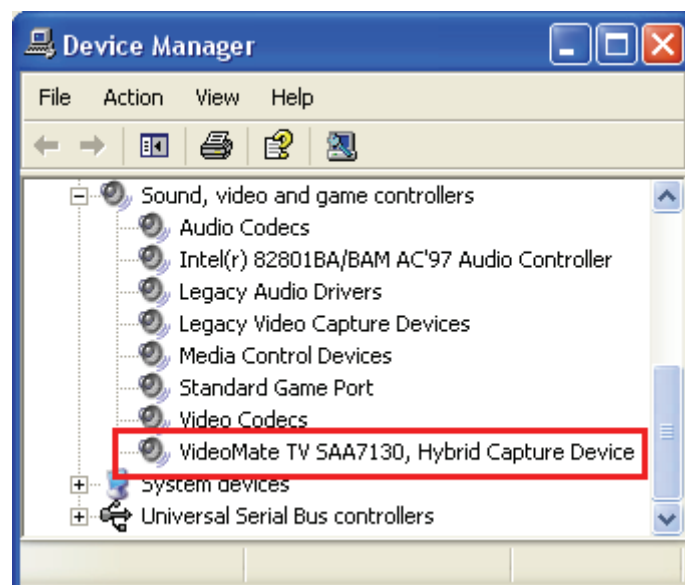
## OS requirement

VideoMate S350 has to work on Windows XP / Vista or above OS. You are welcome to [www.WindowsUpdate.com](http://www.WindowsUpdate.com) website for the Service Pack update of Microsoft.

## Driver Installation

The most common cause of problems with the TV Tuner Card is incorrect installation of the TV capture and TV tuner drivers. If you have problems watching, recording, or timeshifting live TV, please check the status of the drivers with Device Manager.

You should see "VideoMate TV SAA7130 Capture Device" drivers, in the "Sound, video and game controllers" section of Windows Device Manager.



If these drivers are not there, uninstalling and reinstalling the VideoMate S350 PCI card drivers can help. Use the Add/Remove Programs Control Panel applet to uninstall the drivers. Reinstalling the drivers should fix this problem.

If the problem persists, your problem could also be the result of an IRQ conflict. IRQ conflicts happen when other devices, e.g., network card or sound card, in your computer share the same IRQ with your TV tuner card.

Use Device Manager to detect IRQ conflicts. In Device Manager, choose "View->Resource by type" and click on the "+" besides Interrupt request (IRQ).

For best performance, no device should share an IRQ with the VideoMate S350 PCI card card.

If another device shares an IRQ with the TV tuner card, you should move the PCI TV Tuner card to another PCI slot. Pay attention to the IRQ numbers of networking, sound, and SCSI cards. They should not share IRQs with the TV tuner card

## My system cannot Power Up, What should I do?

First, make sure you have connected the Power Up circuit correctly. Please refer the hardware installation section for more information.

Second, Power Up will start your computer 5 minutes in advance of the schedule time. If you set the schedule on 4 o'clock, Power up will wake up your computer at 3:55. Therefore, you need to shut down the computer before 3:54 in order to let Power Up start the computer.

Third, some motherboards BIOS have an option **"Wake up by PME# or PCI."** This option must be ENABLED to use Power Up function.

Finally, it is possible that your power supply doesn't provide the standard 3.3V standby power. Therefore, changing your power supply might help.

## The recorded file from VCR has no sound?

Please plug VCR Composite video cable (yellow) into TV card yellow connector. Composite **Audio** needs to connect to the Line-In port of your sound card. You have to buy a converter (see the right) to transfer Composite Audio cable (red one and white one) into stereo. Choose Line-In to be your Recording Mixer in the Device System in Settings of ComproDTV.



## How can I record as a different video format?

Digital program is a fixed MPEG-II format file already. ComproDTV can't change it and will save it into hard disk directly. Only Analog TV, Composite or S-Video input video can be software encode to your choice of video format. You can do that in the Record tab in Settings of ComproDTV 2.

## Why does the remote control fail?

The remote control sensor, which is plugged into the TV card, may be loose. Please unplug it and plug it in again. You should also check the batteries of the remote control. Do not use rechargeable batteries.

Verify that the  IR icon (ComproRemote) is in the system tray on the lower-right corner of the screen. If you don't have ComproRemote on the system tray, start the following program:

**C:\Program Files\ Common Files\VideoMate\ComproRemoteDTV.exe**

Then you should see the icon on the system tray. The IR icon should turn bright when you press buttons on the remote.

If you see no response, please move your mouse cursor on the IR icon. If you see it shows "No Device," your drivers may not be properly installed. Please remove ComproDTV using "Add/Remove programs" in the Control Panel and reinstall it.

Some devices may emit the IR signals. Please check if there are any microwaves or lights that may be doing this. And make sure as few cables as possible are crossing the IR receiver.

## Contacting Compro Technical Support

Before you submit an email for support, please check support FAQs on our web site. <http://www.comprousa.com/support>

You can download the latest update from our website. Many issues should be solved on the newer version. When contacting Compro for technical support, please use the Compro support request form and provide as much of the requested information as possible. Please write the details in order to determine the problem. And also provide the product serial number (15 digits numbers) on the PCI card. Please use the form from below or email to [support@comprousa.com](mailto:support@comprousa.com).

<http://www.comprousa.com/support/form.htm>

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### Note

Make sure you include the information of hitting the button of "E-mail Info" in the Device Settings in Settings of ComproDTV in order to determine the problem. In order to solve the problem quickly, it is very important to provide as much detail as possible.

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**P/N: 3GA0310447**